

Freedom of Information Request

Reference Number: [EPUT.FOI.24.3317](#)
Date Received: [15th of January 2024](#)

Information Requested:

Under the Freedom of Information Act, I would like to request the following information:

1. How many outpatient appointments do you offer per year?

[2022 – 281491](#)

[2023 – 295604](#)

2. What number of these appointments are completed?

[2022 – 222152](#)

[2023 – 232827](#)

3. What number of these appointments did Not Attend (DNAs)?

[2022 – 12701](#)

[2023 – 13032](#)

4. What number of these appointments are cancelled by the patient?

[2022 – 14632](#)

[2023 – 16916](#)

5. What number of these appointments are cancelled by your organisation?

[2022 – 17380](#)

[2023 – 17213](#)

6. What is the estimated cost of a completed appointment?

[Essex Partnership University Trust does not hold this information in a recorded format, so we are unable to provide a response to the request.](#)

7. What is the estimated cost of a cancelled or DNA appointment?

[Essex Partnership University Trust does not hold this information in a recorded format, so we are unable to provide a response to the request.](#)

8. What software do you currently use to manage your outpatient appointments?

[SystemOne](#)

[Q-flow](#)

9. How much does this software cost on an annual or monthly basis?

[The Trust believes that this information is publicly available on the <https://eput.nhs.uk/media/ivwhws0r/eput-foi-23-3271.pdf> website and therefore is applying a Section 21 exemption of the Act \(Information accessible to applicant by other means\):](#)

10. Did you purchase this software through a framework, if so which one?

The Trust believes that this information is publicly available on the <https://eput.nhs.uk/media/ivwhws0r/eput-foi-23-3271.pdf> website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means):

11. What is your purchasing criteria if you were to purchase a similar software off framework?

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12. When is your current arrangement with this software due to end?

The Trust believes that this information is publicly available on the <https://eput.nhs.uk/media/ivwhws0r/eput-foi-23-3271.pdf> website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means):

13. What Key Performance Indicators (KPIs) do you measure in regards to outpatient appointments?

KPIs differ greatly between different services. Those that apply to all in some capacity are listed below:

- Referral to Treatment (RTT) time in weeks
- DNA rate

Section 21: Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link
<https://eput.nhs.uk>